COUNTY NEWS



PUBLISHED FOR EMPLOYEES OF THE COUNTY OF SAN DIEGO

October 2002

Collections Office Recovers Lost Revenue

As the County braces for state budget cuts, the Office of Revenue and Recovery is doing its best to help departments find and collect money that's already owed them.

"Now, more than ever, departments need to start looking at their receivables and manage them better," said Director Gary Colbert.

The Office of Revenue and Recovery (ORR), which is part of the Auditor and Controller Department, handles non-tax debt collection for 22 County departments. It helps Probation collect for probation supervision costs, and the Health and Human Services Agency collect overpayments in aid. Last year, the office brought in \$20 million in collections.

"That's taxpayers' money," Colbert said.

"And recovering it is important to our organization's fiscal health and stability."

While \$20 million may seem like a lot, Colbert feels his office can help County departments and other local public agencies find even more. Many departments and agencies administer their own collections, but that's not their "core competancy."

"This is our core business," Colbert said, stressing that if his office can't do the job, they'll help find out who can.

Revenue and Recovery staff's work with other departments is an excellent example of how the County operates today, Colbert said. Departments no longer work alone in "silos." Instead, units partner with other departments, contributing specialized expertise that helps the County accomplish its goals—improving the lives of children, protecting and preserving the environment, and maintaining safe, livable communities.

ORR recently received an Achievement Award from the National Association of Counties for the results it gained through a managed competition process in 1999. Even though many people may not have liked the process, Colbert said, "I think it definitely motivated us to improve. We're really proud of what Revenue and Recovery has accomplished over the past couple of years."

Bookmobiles Open Library's Doors at Stops Across the County

Cheryl Anderson's been bringing the library to small and isolated communities in San Diego County for almost 29 years now.

"It's the best job anyone could have," she said.

Anderson roams San Diego's north county taking books to the people by way of one of the County's two mobile libraries (better known as bookmobiles).



One of the County's new "mobile libraries" makes a stop at the County Administration Center.

Dee Madden's been working the eastern part of the County for 20 years.

"I know how important the service is, because I was a bookmobile user as a child," Madden said, "and I know how much the biweekly stops meant to my friends and myself."

Their titles are bookmobile drivers, and enjoying driving is defi-

nitely a prerequisite for this job. The two mobile libraries make a combined 22 stops across the County, pulling up at schools, mobile home parks, and vacant buildings.

There's Anderson's 144-mile round-trip trek from Vista to Warner Springs and Madden's journey down Old Highway 80 to Boulevard. That might seem like a lot of traveling to provide people with library access, but it's worth it, according to the Libby Nobbis, extension services librarian.

"How else would they get library service?" Libby said. It many cases, it's an affordable solution for a community that isn't large enough to have its own

branch. In others, it's a way to provide people with limited transportation options, especially seniors, with continued library access. This job is as much about books as it is about people.

"They're all family to me," Anderson said of her regular customers. "It's like driving out to a relative's home."

There's definitely a bond between the library staffers and the people they serve. During the first winter Madden drove the bookmobile, it broke down at a stop in Boulevard. This happened as Madden and



Tracy Defore takes a break from her job at the CAC to visit the bookmobile.

a coworker were attempting to leave early because of an unexpected snow storm. They were stranded for five hours until help reached them.

"Even though it was snowing, several of our customers came by two or three times to make sure that we were going to get home, and if not, we had offers to

NewsBriefs

Tales from the Adobe

Parks and Recreation, along with the San Diego County Parks Society, is hosting a pre-Halloween evening of thrills and chills on Saturday, Oct. 26, at the Adobe Ranch House in the Los Penasquitos Preserve. Enjoy a "creepy crawlies" presentation with Rancid Ranger Paul, spooky storytelling, costume contests, games, ghoulish goodies and a night hike in the preserve. The cost is \$7.50 per person, children under five free. RSVP is required by Oct. 22; call (858) 484-7504.

An Afternoon With the Bolts

Ready, set, hike! Get a discount day at the "Q" thanks to the Do It Better By Suggestion (DIBBS) program. It's the County of San Diego Employees and Family Day on Sunday, Dec. 29 when the Chargers take on the Seattle Seahawks. Discounted tickets are available for as low as \$29. Call Charger Representative Nathan Gladney at (619) 280-2112, ext. 5074, or go to Gate A at the stadium up until three weeks prior to the game.

Other DIBBS discount events include opening night for the San Diego Gulls hockey team, Disney on Ice, a pre-season Los Angeles Lakers basketball game, freestyle motorcross and Stars on Ice. For more information, look for a DIBBS flier or call the DIBBS office at (619) 578-5781.

Fiscal Feat

The County of San Diego was awarded a Certificate of Achievement for Excellence in Financial Reporting for its comprehensive annual financial report. Presented by the Government Finance Officers Association of the United States and Canada (GFOA), the award is the highest form of recognition for governmental accounting and financial reporting. Criteria used in judging financial reports included demonstrating a constructive "spirit of full disclosure" to clearly communicate its financial story. The GFOA is a nonprofit association serving approximately 14,000 government finance professionals.

Rising to the Challenge

The San Pasqual Academy for adolescent foster youth was selected to receive a prestigious Challenge Award by the California State Association of Counties (CSAC). Challenge Awards were designed to recognize innovation and leadership by county governments, and serve as a valuable resource to all counties by providing model approaches for improved programs and services. The Academy was one of only 11 Challenge Awards selected this year.

(continued on page 4)



In West's Words

We Must Be Ready for the Next Disaster

One of the County's most important jobs is vigilance. Not only must we respond to a disaster and try to prevent the loss of lives and property. But we must try to anticipate what might happen, and always be ready to swing into action when a disaster occurs.

On the vanguard of that effort is the County Office of Disaster Preparedness, which has the difficult task of being ready for the unexpected. ODP has a new leader who comes to us from the State of California. She has a strong background in emergency management gained through her work in disasters and major events ranging from fires and earthquakes to political conventions and jet airliner crashes.

Before taking the helm at ODP in August, Deborah Steffen spent 11 years with the state Office of Emergency Services. She will lead the County's preparedness efforts through a time of unprecedented change. Much of the focus of emergency planners will be on potential terrorist attacks. However, we've also got to maintain a high level of readiness as we always have on such potential calamities as earthquakes, fires and floods.

Debbie sees ODP's primary role as running the County's Emergency Operations Center when a major event occurs: "I look at emergency services as the glue that brings everyone together. A good place to get the big picture."

In a disaster, representatives of emergency-response agencies from throughout the County and all disciplines gather at the County's EOC in Kearny Mesa. From there, key decisions are made about deploying resources, the unfolding events are monitored, and reliable information is disseminated to the media and the public.

All County employees may be called to duty in a disaster, in whichever capacity we are needed. That's why it's important, according to Debbie, that we prepare our homes and families first. For example, pick an out-of-state friend or relative who can serve as an information clearinghouse for your family. When local phone lines are clogged, family members can independently call this contact to report on their own status, and find out how family members are doing. As County employees, we won't be able to function as disaster workers if we are worried about our loved ones.

Under Debbie's leadership, you will see both large and small changes in the coming months. The department is working on new additions to the County Web site that will provide information and guidance to the public on preparedness issues. Also, the Board of Supervisors will soon be asked to approve a name change for the department, to the County Office of Emergency Services, which will more accurately reflect its duties of planning, response, recovery and mitigation. The new name, if approved by the Board, will also dovetail more closely with similar County agencies throughout California.

So, keep watch for the good things to come out of the County Office of Emergency Services. And on Debbie's behalf, I remind you, "Preparedness starts at home." $\,$

Walt Ekard

Chief Administrative Officer

Employees Urged to Join County's Clean Water Campaign

(Information courtesy of the Department of Environmental Health)

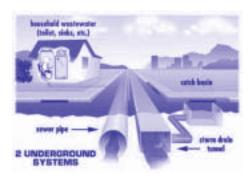
Clean water is essential for every aspect of life. Controlling pollution is critical to preserving our precious water resources. Every County employee can help prevent pollution on the job and at home.

The sewer system and the storm drain system are two separate systems. This means that everything that enters the stormdrains winds up in our creeks, rivers, lakes, and ocean. It's illegal to put pollutants in the County's stormdrain system or directly to waterbodies. This is mandated by the Federal Clean Water Act, the California Water Code, and regulated locally through the County's Watershed Protection Ordinance, enacted in 2001.

These new regulations are aimed at minimizing urban runoff and preventing pollution. What does all of this mean to you, as a County employee? A lot!

Here are a few simple examples of what you can do:

- ☐ Sweep up debris instead of hosing down pollutants
- ☐ Keep your outside work area free of debris
- Make sure the area around trash bins is clean and the lids are kept closed



- ☐ Store materials that have the potential to discharge pollutants (paint, hazardous materials etc.) properly, off the ground and under a cover
- Maintain your private vehicle to prevent leaks and make sure county vehicles are serviced when leaks are observed

Do all you can for clean water! Small acts add up. Collectively, the following actions make a difference:

- ☐ Recycle and properly dispose of waste
- ☐ Walk, ride a bike, or carpool
- ☐ Wash your car on a grassy or gravel surface or take it to a carwash

To find out more information about what the County of San Diego is doing to improve water quality and what you can do to help, check out our website at projectcleanwater.org.

Ver•ba•tim

Letters from satisfied customers served by County employees.

Erlinda Dullas (HHSA, Psychiatric Hospital) was thanked for being competent, caring and considerate in her follow up on a patient as he adjusted to his medication. The mother wrote:

"We will be indebted to her for her guidance and direction. Truly, she has been a blessing to our family."

Kenton Jones (Public Works) received words of appreciation for providing a quick response to a resident concerned about safety at a County intersection.

"He made my concerns feel validated by recognizing the past and potential accidents that could occur...and he expressed a desire to help remedy this."

Donna Chase (HHSA, Public Health Nurse) was commended for helping provide peace of mind to a newborn's family.

"She returned my call quickly and always helped ease my mind with all the issues I had as a parent of a 'premie.' She was wonderful."

Ed Marsh (HHSA, Family Resource Center) received words of gratitude from a mother for his guidance in filling out the paperwork she needed to get help for her disabled daughter.

"It is rare to find someone who truly wants to help those that are less fortunate and have challenges that the 'normal' person does not have to endure. Your organization is blessed to have such a wonderful employee."

Everett Daniels (Probation) was praised by a mother whose son was sentenced to serve time at Camp Barrett. She said Daniels' support has allowed her son to get through this time with dignity and a perspective of growth and understanding.

"He took a child who was absolutely terrified and offered him some hope and a safe harbor. Hopefully one day he will be promoted to a high leadership role within the juvenile detention program. He possesses the wisdom, courage and insight required by great leaders."

(Check out the Intranet version of County News for more "Verbatim.")

Bookmobile

(continued from page 1)

spend the night with their families," Madden said.

The regular bookmobile users are a loyal bunch. When Anderson pulls up to the mobile home park in Warner Springs, people already are waiting for her to arrive. With a lot of stops in very rural areas, Madden's at no loss for stories about her customers. She tells of a family who rode their mule to the bookmobile because they had no car, and another who would drive the entire way in reverse—because that was the only gear on the car that worked.

And while the people will go to any length to patronize the bookmobiles, the

library is likewise dedicated to finding new ways to better serve County residents. Nobbis is continuing to explore new stops to serve new customers, and the County recently retired its older bookmobiles and replaced them with state-of-the-art mobile libraries. Not only is air conditioning standard, the vehicles have online capability, providing staff with a direct connection to their home library wherever they are.

Among the mobile libraries' many stops are two at County facilities. Anderson travels down south to the County Operations Center, while Madden heads over to the coast for a stay at the County Administration Center, both from 10 a.m. to 2 p.m. each Friday. For more information about the bookmobile schedule, go to www.sdcl.org under "Library Branches."

NewsMakers **News**Makers

Steve Hon, Senior Program Manager for the Medical Care Program Administration in the Health and Human Services Agency, was elected president of the County Health Executives Association of California (CHEAC). CHEAC is composed of health executives from county health agencies throughout the state.

Paul Davy of Agriculture, Weights and Measures was selected to participate in the California Agricultural Leadership Program. Davy is a supervising agricultural inspector with the stormwater program. Membership to the leadership program is limited to 30 new participants a year.

NewsBriefs

(continued from page 2)

The County Library received a Merit Award for its innovative Books by Mail program.

Drug Court Lauded

San Diego County's Drug Courts received honors in its selection as the nation's first "unified" mentor court site. There are three drug court programs in San Diego County: adult, juvenile delinquency and dependency. Superior Courts and the County run the programs jointly, with support from the Public Safety Group and Health and Human Services Agency. The mentor program is administered by the National Associa-

tion of Drug Court Professionals and the National Drug Court Institute.

Web Winning

The Health and Human Services Agency's EmPowerSD.com web site was recognized with an honorable mention award in a national competition of local government web sites. EmPower is a free directory of child care, transportation and other key services that was created for CalWORKS clients, but is available to the public. Sponsored by the Center of Digital Government, the "Best of Web" competition evaluated entries based on innovative use of web technology to improve access to government, the ability to boost efficiency, and the ability to cut

County News is published for the 17,000 employees of the County of San Diego.

Board of Supervisors

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Chief Administrative OfficerWalter F. Ekard

This information is available upon request in alternative formats for persons with disabilities.





EDITORIAL STAFF Rene Carmichael, Editor

County News is available online at www.co.san-diego.ca.us/dmpr (click on "News Center") or via the County's Intranet at cww/mpr

To contact *County News*: Phone: (619) 595-4632 Fax: (619) 595-4664

Mail: 1600 Pacific Highway, Rm 208 San Diego, CA 92101 (MS A-359)

E-mail:

rene.carmichael@sdcounty.ca.gov

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'Code 3' Plays for Safety's Sake

They keep the peace, protect our County's residents, and play a mean version of "Play that Funky Music."

They're Code 3 Cover, a classic rock band formed by employees of the Sheriff's Department. Members include: Melba Bradley, a records and ID supervisor; P.K. Conner, community service officer; Ben Conrique, deputy sheriff; Mike Mecurio, deputy sheriff; and Ken Smith, deputy sheriff.

The group gives of their time to play at public safety related events, but while they do this voluntarily, their main purpose is to serve as ambassadors for the Sheriff's Department.

In September, Code 3 Cover celebrated its one-year anniversary of its first "gig," but the story goes back more than two years, when Mecurio and Conrique were part of a failed attempt to get a department band together. Mecurio, a former musician, didn't want to see the idea slip away. He approached Conrique about finding a way to make it work. What they ended up with was a

group of musicians that not only clicked, but were able to come up with a style and a song list they could all agree on.

After becoming a unit, the band wanted to become "official."

"We wanted the Sheriff's endorsement," Conrique



Code 3 Cover

said. "We wanted him to say, 'this is my department's band and they're available to do these things.'"

They got the Sheriff's endorsement, along with the okay to practice after hours at the Sheriff's administrative offices. The band operates, however, without spending any department funds and uses comp time for any events during their regular shifts. Collectively, they estimate having spent \$7,000 of their own money toward the band, and 1,500 hours in practice and performance time. They say the cost would have been much higher had it not been for the support of the Guitar Trader music store.

A year and a half after their first practice, the group is still together, plus a few new faces. They say they've become like family, and Mecurio likens their bond to that of the band he played with for 10 years before he started his law enforcement career:

"We have that kind of relationship I had with those other guys. We're the ones who lasted. We're the ones who can argue about something and you don't get put out about it. You don't sweat the small stuff and take off."

While none of the core group has "taken off," their popularity is certainly rising. They played at numerous events over the summer and hope to book two events a month as they continue their ambassador role.

For more information about Code 3 Cover, visit their web site at www.code3cover.com.

COUNTY NEWS Extra

Service Awards _____

Congratulations to County employees reaching the following milestones in October:

35 years

F.J. Daniels (HHSA)

30 years

Elaine Beck (HHSA) James V. Bruce (Superior Court) Robert D. Christopher (Public Works) Janice L. Dame (Superior Court) Stanley E. Evans (Public Works) Vaughn L. Jeffery (Public Safety Group) Milton L. Jeffries (Public Works) Kenneth M. Johnson (General Services) Janis I. Lemaster (HHSA) Daniel H. Norr (Public Works) Jeanette A. Obrien (HHSA) Leonard W. Pollard II (County Counsel) Donna M. Rafenstein (HHSA) Lynn Steinke (HHSA) Kenneth E. Weaver (District Attorney)

25 years

Arthur Badillo (Child Support Services) Terry T. Bozarth (Public Works) Silvia Z. Chavez (Sheriff) Elizabeth M. Eskola (HHSA) Charlien Heckeroth (HHSA) Gerald A. Hunter (Air Pollution Control District) Antonietta L. Hyde (Child Support Services) Marion E. Keeler (HHSA) Nancy L. Kimberling (HHSA) Kerry S. Mahoney (Agriculture, Weights & Measures) Jesse E. Marquez (Public Works) John C. Orr (General Services) Joann Riley (Child Support Services) Eric L. Swanson (Public Works) Edward Ybarra (Parks & Recreation)

Lyn M. Angene (Superior Court)

20 years

Kathleen Astor (HHSA) Sharon K. Bass (Superior Court)

Douglas F. Brassington (Sheriff) Ernesto Carrillo (Sheriff) Guy E. Chambers (Sheriff) Pamela L. Cortelyou (General Services) Nita S. Delacaza (HHSA) Elizabeth Delavega-Cobb (District Attorney) Marsha A. Freed (Superior Court) Susan D. Harner (HHSA) Freddie Harrison (Probation) Haydee C. Hines (Superior Court) Dan W. Jopes (Sheriff) Sandra S. King (Superior Court) Jeffrey Landers (Parks & Recreation) Vera A. Martin (HHSA) Vicki Sue Owen (Animal Control) Vickie L. Parks (HHSA) Anna N. Pasion (District Attorney) Lynn Rockwell (Superior Court) Michael G. Rodelo (Sheriff) Corazon L. Santos (SD County Retirement) David L. Smith (General Services) Donnie Sossaman (Sheriff)

Paul E. Wesely (Assessor)

In Memoriam ___

Claudia Conaway (Sheriff)	8/14	Linda K. Hodges (Superior Court)	7/30
Nancy E. Conlon (Assessor)	6/10	Margaret Martyn (Probation)	8/19
Deborah Deering (Social Services)	8/5	Linda McElligott (Sheriff)	6/23
Al J. Dinges (General Services)	8/12	Linda R. Ord (Probation)	8/20
Eileen V. Dingman (Probation)	7/3	Gerald L. Potts (County Clerk)	8/4
Evelyn C. Eagan (Recorder)	7/15	Marjorie V. Silsby (Health Services)	1/21
Thelma P. Freeman (Health Services)	8/10	Minnie Silverman (Social Services)	7/21
Georgine O. Hills (County Clerk)	7/21	Joan O. Snodgrass (Probation)	8/18

Our thoughts and prayers are with the friends and families of active County employees Kathleen Alley of Superior Court (8/15), Deborah Erickson of General Services (8/17), and Michael L. Hoskins of Superior Court (7/28).

County News Extra includes expanded information about and for County employees. If you have something you'd like considered for either County News or County News Extra, please conact the newsletter editor at (619) 595-4632 or e-mail at rene.carmichael@sdcounty.ca.gov. Items can also be faxed to (619) 595-4664 or mailed to MS A-359, Attn: County News.

Retirements _

The San Diego County Employees Retirement Association reports the following employees recently retired:

Pepito T. Belisario Robert J. Brooks Harry L. Dague Kathleen A. Deforge Thomas J. Dumont James W. Erwin Rickey L. Feria Marion R. Francois Igmidio C. Galang Lottye S. Garrett Robert J. Goohs

David A. Guerrieri, Sr. Lois F. Harris Homer Haughey Deborah Kay Hilton Lanny J. Jacquot Linda L. Joerden Mary M. Johnson Ronald L. Johnson Gale E. Kaneshiro Karen A. Kelly Douglas A. Komlenic Sharon M. Larsen
Janet E. Larson
Dianne Logan
Sheila J. McCoy
Myrna D. Monzon
Mona Moreno-Peck
Rosemarie Neth
Audray G. Nickens
Manuel R. Oyos
Elena M. Palma
Maxine R. Quinn

Nancy K. Russell Louise Schroeder Kathleen M. Sisco Sylvia Sistrunk Gussie Smith John P. Sutherin, Jr. Arthur J. Tandy Mary Titus Howard R. Vanarum Robert H. Woodhouse

Ver•ba•timx\tra

Bob Fuller, George Savage, and **Roberto De La Torre** (Public Works) shared the praise from a resident planning a block party.

"In spite of your busy workloads, you were all delightful to me and I want you to know it is highly appreciated!"

Tanya Wheeler (Assessor/Recorder/Clerk) was thanked by a newly married couple for the wedding ceremony she performed.

"It was really better than we expected and people are lucky to be married by you."

Sue Cassellius (District 5) was thanked by the Borrego Springs Community Association for patiently listening to their complaints and finding them someone who could help.

"It is a very good feeling, indeed, to feel like we have a 'friend' at the County."

Tess Gutierrez (HHSA, Family Resource Center) was commended for her patience with a client.

"Without her help I would not know what to do. She truly helps people; I appreciate her duty and performance." **Jessica Cruz** (Assessor/Recorder/Clerk) was called "exceptional" by a customer who was, in his own words, mentally disabled and needed assistance.

"She went slowly, patiently and deliberatey; made sure I understood what I needed to do! I may be crazy, but I'm not dumb and she treated me respectfully."

Dr. Mark Tracy (HHSA, Public Health) was lauded by a tuberculosis patient for being one of the kindest and most caring persons his patient had ever met. He and his staff were cred-

ited with helping this patient get back on his feet.

"Thank you all for seeing me through the lowest point of my life."

Liza Macatula and **Juan Carlos Torres** (HHSA, Public Health) were among those thanked for their efforts to help those in need.

"We are very happy to observe the sincerity, diligence, courtesy, efficiency, effectiveness and steadfastness of every staff in dealing with the patients as well as the general public."

Foods that Taste Tart May Not be Too Smart _

Note: The County of San Diego is involved in "Share the Care," a partnership that provides access to dental care and education for children in families that have limited resources. Among its goals is to provide information and education to parents, children, educators and care providers to foster ongoing prevenative dental care.

Sugar is the cavity culprit, right? Not so fast! Popular sour or tart snacks such as Lucas powder (sal y limon), pickles, tamarind candy (dulce de tamarindo), salted dried plums (saladitos), and lemons can also be harmful to a smile.

Parents and children should be reminded that yes, tart tastes good but, like sweets, these foods can cause cavities. The sour flavor comes from acid in the food or drink. Acids can be natural, like in lemons, grapefruit or vinegar. Or, they can be added to foods, such as candies and diet sodas. When the acid in these snacks and drinks stays on teeth, the outer layer of the teeth (the enamel) starts to dissolve. Over time, the enamel weakens and wears away. Teeth can appear reduced in size and cavities can form.

No sweets? No tart and tasty snacks? What can you and your children eat? The most tooth-healthful snacks are fresh fruits and vegetables and cheese. However, occaisionally, we all will undoubtedly indulge in some less-than-optimal foods. Here are some realistic tips to protect teeth from "acid attacks."

- Enjoy acidic drinks through a straw or dilute them with water
- Have acidic food and drinks
 - ✓ less often
 - ✓ at meals, not between meals

- Reduce the time food or drink stays on the teeth by
 - ✓ rinsing the mouth with water
 - ightharpoonup munching on juicy, crunchy fruits and vegetables
 - ✓ eating cheese or drinking milk
 - ✓ chewing sugarless gum
- After eating tart foods or drinks, teeth are weak and brushing can wear them down. Instead of brushing, we suggest that acid snacks are followed by a water rinse or with a piece of sugarless gum.

For more information, go to www.sharethecaredental.org or contact:

Dental Health Initiative of San Diego Share the Care Health and Human Services Agency P.O. Box 85222, MS P511H San Diego, CA 92186-5222 (619) 692-8858

Extra NewsBriefs! ___

Emergency Rooms

The Sheriff's Department held a dedication ceremony in August celebrating the completion of the Emergency Services Division at Gillespie Field. In addition to a new facility for the Sheriff's aerial support unit, ASTREA, the building will be home to a variety of special teams, including search and rescue and the bomb/arson squad. This is the first time all of these specialized response units have been headquartered under the same roof. The new facility is also base to a California Division of Forestry (CDF) firefighting helicopter.

Girl Power

A number of County departments are scheduled to participate in a special conference on Nov. 22 focusing on issues related to girls and young women. The "Girls' Summit 2002" targets professionals who provide services to girls and young women and is being held by the Girls' Issues Group, which was formed in response to the alarming increase in female offenders in the juvenile justice system. Not only are County departments participating in the conference, partial funding has been provided by the Public Safety Group, Health and Human Services Agency and Sheriff's Department. Board of Supervisor's Chairman Ron Roberts will open the daylong conference. More information is available online at www.girlsgroup.org.

A Day in the Park

Four County parks benefited from the annual I Love a Clean San Diego event in September. Instead of just cleaning along the coast, this year's event expanded to include inland areas as well. Ninety-two volunteers signed up to help out at Dos Picos, Lake Jennings, Lake Morena, and the Sweetwater River Valley. Park staff led the work parties, which removed almost 900 lbs. of trash from the parks.